

# Customer Information Bulletin: New Automatic Number Plate Recognition (ANPR) system for parking and launching at Calshot Activities Centre

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From March 2018, the current pay and display parking machines will be replaced by an Automatic Number Plate Recognition (ANPR) system. This new system, combined with other recent traffic management changes, will require some changes to the way you access the site and pay for parking.

## General Information on ANPR

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### What is ANPR?

Automatic Number Plate Recognition (ANPR) is a ticketless barrier system to manage vehicular access and charging. When a vehicle approaches the entry barrier the number plate will be recorded and the barrier will automatically lift. At the end of a visit, drivers will need to enter their vehicle registration at one of the four pay stations and pay the required fee. As a vehicle approaches the exit barrier, the camera will read the number plate and the barrier will automatically lift. A video on how the system works can be viewed [here](#).

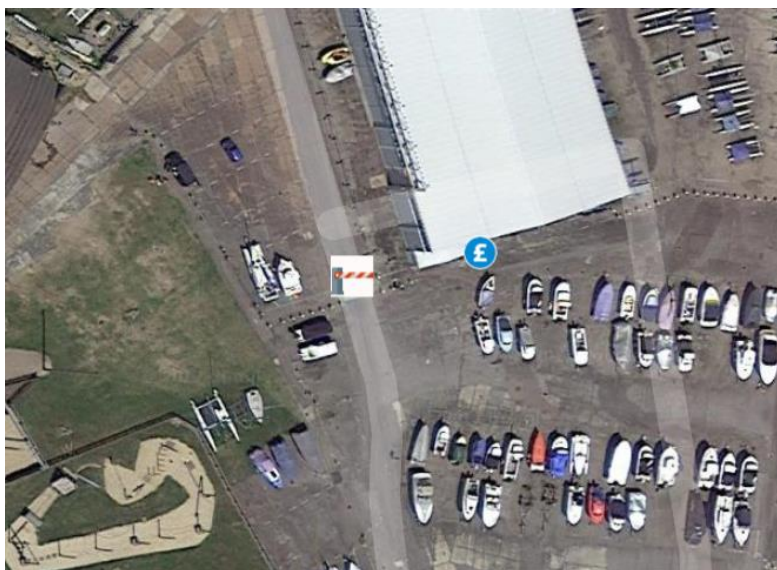
### Why are we introducing ANPR?

ANPR is being introduced in conjunction with other traffic management changes to improve pedestrian and vehicle safety. The new system will also ensure compliance with parking and launching charges. Income from parking and launching is used to maintain the Centre's car parks, facilities and natural environment for all users of the site. The ANPR barrier by Schneider Hangar will help to control use of the main northern slipway and ensure appropriate payment is made for launching.

## Where will the ANPR barriers be located?



The main entrance onto the site will have an entry and exit lane, both with an ANPR barrier and intercom. These will be located opposite the Calshot Sailing Club compound.



An ANPR barrier and intercom will control access to the main northern slipway next to Schneider Hangar. A payment machine will be housed next to the hangar.

Other Pay Machines will be located outside Sunderland Hangar and Houston House.

## What personal data will the ANPR system record?

The ANPR cameras at the entry/exit will record the number plate and front of the vehicle but will not capture an image of the driver and passengers. This data will be kept on the database for up to 30 days. Annual permit holders and those on Green Lists (lists providing access through barriers, i.e. Boat Park customers) will have personal information stored on the database for the period of the permit. For more information on how your data will be stored please contact the centre.

## Will parking charges be affected by the installation of ANPR at

### Calshot?

Payment for parking is required at Calshot Activities Centre throughout the year, enforced by an Off Street Parking Order. A simplified charging structure will be introduced at the same time as the ANPR system. Parking charges will be broken into hourly intervals to give customers greater flexibility and control over their parking. Charges will reduce for customers staying up to 2 and 3 hours. We have capped the 6 to 24 hours rate at £7 and the annual parking permit at £50 provides great value if you are a frequent visitor to the site. There will also be no charge for the first 20 minutes to allow drop-offs/enquiries and an opportunity for drivers to leave the site if they change their mind about staying.

<b>Day Parking (6.30am to 11.30pm)</b>	
Up to 20mins	No charge
Up to 1.00 hour	£1.00
Up to 2.00 hours	£2.00
Up to 3.00 hours	£3.00
Up to 4.00 hours	£4.00
Up to 5.00 hours	£5.00
Up to 6.00 hours	£6.00
6+ to 24 hour rate (overnight parking only available to customers who have paid for launching)	£7.00
<b>Annual Parking Pass From 1/4/2018 to 31/3/2019</b>	<b>£50.00</b>
<b>Motorbikes</b>	<b>Free</b>
<b>Disabled Drivers</b>	3hrs Free*

### How is the income from parking charges used at Calshot?

Calshot Activities Centre is a busy site attracting over 50,000 vehicles each year. Parking at Calshot gives you access to toilet and shower facilities, as well as the use of large areas of the site for recreational activities. The income from parking and launching also contributes to the maintenance and development of the site. This will help to ensure a sustainable future for the Centre; providing outdoor learning and recreation opportunities for all Hampshire residents.

### How will I pay for parking?

Drivers can pay for their parking at one of the four payment machines around the site using; coins, notes, credit/debit card, mobile phone and 'wave and pay'. Drivers can also pay for their parking using the [Glide App](#). Further information and guidance on these payment options will be available at all pay machines and on our website.

## How will ANPR impact disabled drivers?

In preparation for the introduction of ANPR, we will be increasing the number of accessible parking bays from two to four outside Sunderland Hangar and installing two new bays next to Calshot Castle. We hope this will improve accessibility to the facilities on offer at Calshot.

To encourage access to outdoor learning and recreational activities, Calshot will provide Blue Badge holders three hours free parking, providing the holder validates their parking during normal opening hours (times as advertised on our [website](#)) at either the main Reception or Climbing Wall kiosk in Sunderland Hangar. Customers will need to show their Blue Badge, along with a piece of photo ID and give their vehicle registration number. After three hours normal parking charges resume. It is recommended that disabled drivers validate their parking on arrival, as outside of normal opening hours; Blue Badge holders will need to pay the same as other drivers. All pay stations will be accessible for wheelchair users.

## What happens if the barrier doesn't lift when I try to enter or leave?

Each barrier will have an intercom through which drivers can talk to a member of staff to resolve any issues. Drivers should ensure that they have paid for their parking before they leave the site.

## When will the site be open?

The ANPR barriers will operate during normal opening times, please see our [website](#) for details. Outside of these times the main front gate will be locked as is current practice.

## Who will have access through the Schneider Hangar ANPR barrier?

The ANPR barrier by Schneider Hangar restricts access to the northern slipway and as such is limited to Boat Park members and those who have paid for launching.

## How will the ANPR camera know if I am towing a caravan or boat?

The ANPR barrier has a series of infrared sensors which detects the length and height of vehicles. This stops the barrier from closing too early.

## What happens if I already have an annual parking permit?

An annual parking permit provides great value for money if you are a frequent visitor to Calshot. Existing annual permits which expire on the 31<sup>st</sup> March 2018 will be added to the system's database, allowing entry and exit through the main entrance barrier. From 1<sup>st</sup> April 2018, annual permits can be purchased from any of the pay machines on site and the [Glide App](#).

### What happens if I want to change the vehicle on a parking permit?

Customers with an annual parking permit will be able to register up to two vehicles per permit, although only one vehicle will be allowed on the Calshot site at any one time. Customers with vehicles registered on the ANPR database can request to change the vehicle registration associated with their permit. An administration charge of £5 will be payable for each registration change.

### How will ANPR affect visitors launching boats?

Visitors may launch and recover trailered vessels from the main northern slipway at Calshot. All other slipways are for use by boat park members

Only vessels trailered by a vehicle - main Northern slipway only. Parking not included.	£11 per launch
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and annual launch pass holders only. An ANPR barrier will restrict access to the northern slipway. To gain access, visit the pay machine by Schneider Hangar, enter your vehicle registration and pay the required launching fee. A flat rate launching fee of £11 applies to all trailered vessels including PWCs (Jet Skis). Payment for parking is **in addition** to the launching fee and can be paid either in advance or before leaving the site at the end of your stay. Overnight parking is only available if launching. Customers wishing to launch kayaks, SUPs, windsurf/kitesurf and trolleyed dinghies will not have access through the Schneider Hangar barrier. Please check out our [Boat Park membership and annual launching permits](#) if you are a frequent visitor.

### Do you have another question?

Please email [Calshot.ac@hants.gov.uk](mailto:Calshot.ac@hants.gov.uk) and we will try to answer your question.